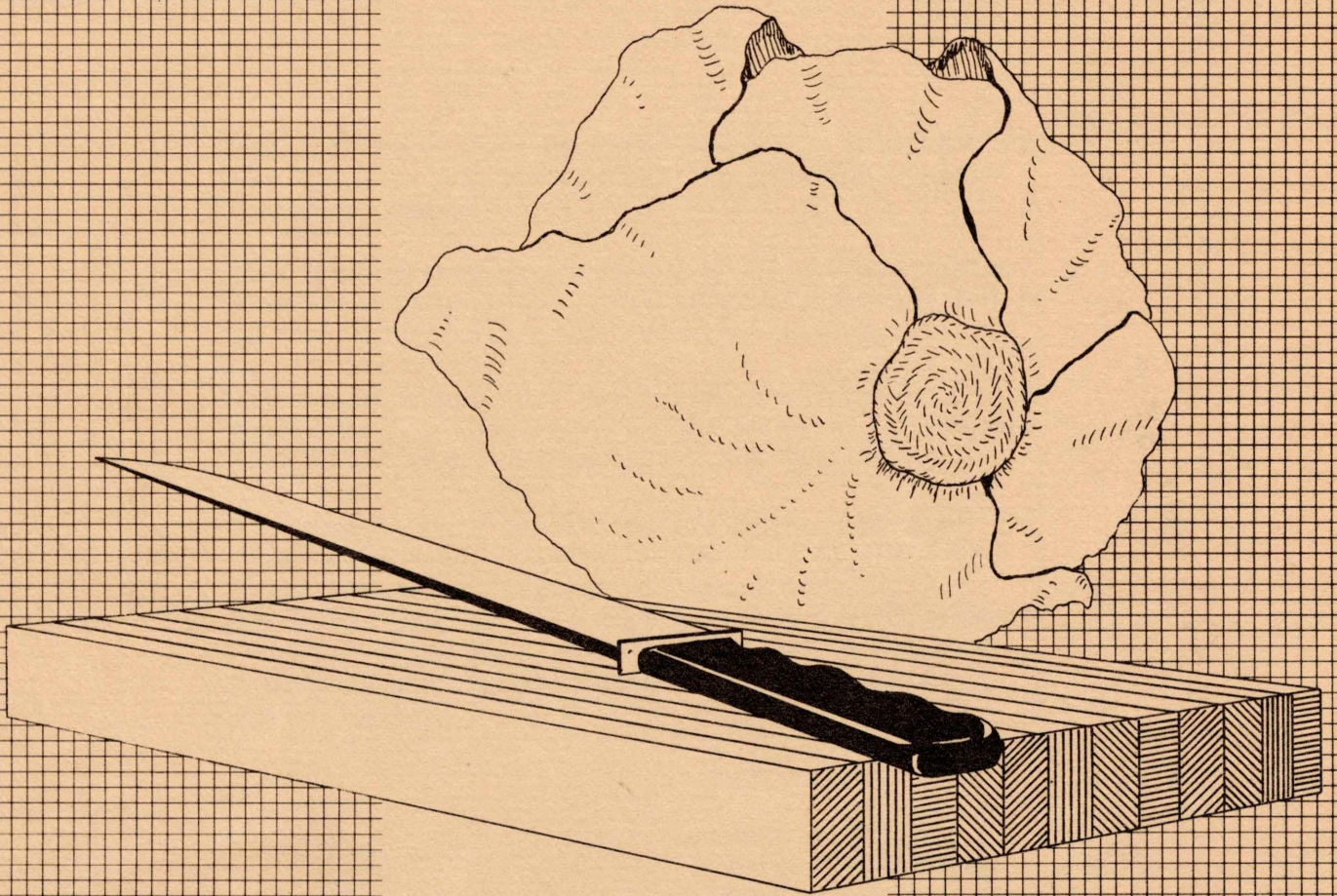
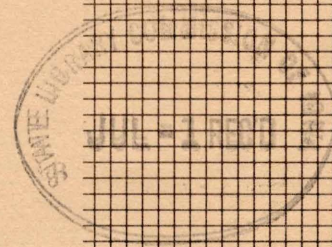


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FOOD SERVICE CAREERS

IOWA
EMPLOYMENT
SECURITY
COMMISSION

NOTE TO SCHOOL GUIDANCE COUNSELORS
AND TO EMPLOYERS OF FOOD SERVICE OCCUPATIONS PERSONNEL

The Iowa Employment Security Commission has as its primary function the bringing together of employers with job openings and qualified workers to fill these vacancies.

To speed up this service, Job Bank--a computerized system of centralizing and disseminating job openings--compiles and distributes daily, all current openings. They are made available statewide to every job seeker applying for employment service. The service can extend nationwide to find qualified workers. Referral of workers to employers is controlled, preventing duplication and wasted effort.

Through counseling and job training programs--Manpower Development and Training (MDTA), Job Corps, Neighborhood Youth Corps (NYC), Work Incentive (WIN) Program and others--the Iowa Employment Security Commission not only helps workers prepare for specified jobs but has knowledge of their work qualifications to assure proper referrals.

The commission also provides comprehensive job market and manpower data for business, industry, schools, labor unions, trade associations and other groups. Statistics are compiled and released on area and state manpower and economic conditions for use in planning and implementing changes in relation to our rapidly altering economy.

You are invited to use these and many other services as often as you wish and at no cost to you.

Thirty-four local offices of the Iowa Employment Security Commission are conveniently located throughout the state:

City	Address	Phone
Ames	213 Lincoln Way	232-6572
Atlantic	12 West Fourth Street	243-2351
Boone	806 Eighth Street	432-5806
Burlington	835 Valley Street	753-1671
Carroll	510 North Clark Street	792-2685
Cedar Rapids	601 Eighth Avenue, S.E.	365-9474
Centerville	105 West Van Buren	856-6371
Charles City	703-B North Main	228-5136
Clinton	232 Fourth Avenue, S.	242-1703
Council Bluffs	710 First Avenue	322-4054
Creston	215 North Elm Street	782-2119
Davenport	1129 Brady Street	322-5901
Decorah	213 East Water Street	382-2981
Des Moines	150 Des Moines Street	280-8810
Dubuque	375 Main Street	583-8221
Fairfield	51 West Washington Avenue	472-5466
Fort Dodge	2736 First Avenue, South	576-3131
Fort Madison	605 Ninth Street	372-4412
Iowa City	22 East Court Street	351-1035
Keokuk	1013 Main Street	524-1862
Marshalltown	401 East Main Street	752-5405
Mason City	202 First Street, N.W.	423-1133
Muscatine	405 West Mississippi Drive	263-3521
Newton	200 First Street, S.	792-5131
Oelwein	Cottage Studio Bldg., 9 First Avenue, N.E.	283-2751
Oskaloosa	223 First Avenue East	673-3483
Ottumwa	609 West Second Street	684-5401
Perry	1218 Willis Avenue	465-3537
Shenandoah	408 West Lowell Avenue	246-4470
Sioux City	509-511 Douglas Avenue	277-8540
Spencer	112 West Sixth Street	262-1971
Storm Lake	630 Geneseo Street	732-1576
Waterloo	527 East Fifth Street	235-1471
Webster City	903 Willson Avenue	832-5261

INTRODUCTION

An abundance of job opportunities is making the food service industry one of the fastest growing in the nation.

Businesses in the industry vary from small lunch counters to large and expensive restaurants. Most, however, are small and have less than 10 employees. An increasing number are operated by firms owning more than one restaurant. A trend toward larger restaurants is expected to develop with smaller eating places likely to decline in number.

The demand for food service workers is projected to remain strong through the 1970s. More employees will be needed as more restaurants are built and others are expanded. This strong expansion demand coupled with the industry's high turnover rate will provide numerous job openings.

Most available food service openings are beginning positions with minor entry requirements. Previous training and experience may be required for cooks, bakers and guest seaters, but workers with no experience can often qualify for such beginning positions as busser, kitchen helper and pantry worker or salad maker. These jobs offer excellent opportunities for advancement within the industry. Training through vocation education and college courses is available to workers interested in preparing for supervisory and management positions.

In the food service industry, many jobs require longer working hours than the standard 40 hour week. Working evenings, holidays and weekends is not unusual. The hours are often irregular and may require split shifts where the employee works during the mealtime rushes and may be off a few hours in between.

This booklet provides pertinent information about food service opportunities available in Iowa. A brief description of duties and requirements is given for each occupation. Also included are the employment outlook and advancement opportunities, the working conditions, hours and approximate wages.

The entry requirements, minimum age, education and experience may vary from one employer to another.

Wages, especially for food servers, are difficult to estimate due to tips. These average 10 to 15% of the guests' checks. Tipping is less common in small eating places and an industry-wide tipping scale is hard to estimate. Consequently, the wages appear smaller than they are.

Burlington	\$2.00 - \$2.70	Cornellville	\$2.00 - \$3.43
Spencer		Des Moines	2.00 - 4.00
Sioux City	1.60 - 2.30	Waterloo	2.00 - 4.29
Cedar Rapids	2.50 - 2.75		

An abundance of job opportunities is making the food service industry one of the fastest growing in the country. Businesses in the industry vary from small to large and expensive restaurants to small and have been operated by firms owned and operated by individuals. A trend toward smaller eating places with smaller eating places is being observed. The demand for food service workers is projected to remain high turnover rate will provide numerous job openings.

Baker 313.781
 Busser 311.878
 Cook 313.381
 Counter worker 311.878
 Guest seater (host-hostess) 310.868
 Kitchen helper 318.887
 Manager, restaurant or coffee shop 187.168
 Pantry worker-salad maker 317.884
 Food server (waiter-waitress) 311.878

References used in preparing this booklet were Occupational Outlook Handbook, Dictionary of Occupational Titles and Job Guide for Young Workers.

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Food service occupations covered:

Iowa Job Guide

Iowa State Employment Service

BAKER

JOB DESCRIPTION

The baker prepares bread, rolls, muffins and biscuits according to recipe, measuring and mixing ingredients. Forms, kneads, cuts and shapes dough and bakes in oven, regulating temperature. Often is required to prepare and bake pies, cakes, cookies and other pastries. The baker may specialize in one type of product as a feature item.

JOB REQUIREMENTS

High school graduation is preferred. Experience as a baker helper or baking training is required by many employers. Vocational and technical schools often offer such training. The baker must be able to measure ingredients accurately and some mathematical ability is needed to adjust recipes. Must be able to work alone without supervision. Usually has a time deadline to complete work but is not subject to mealtime rushes. Manual and finger dexterity is necessary. Prolonged standing and some heavy lifting are involved.

EMPLOYMENT & ADVANCEMENT OPPORTUNITIES

Increased demand for restaurant services, combined with replacement of experienced bakers, should create more baker openings. Many restaurants today are specializing in bakery goods and will add to the demand. Advancement to supervisory or management positions is not unusual.

WORKING CONDITIONS, HOURS & WAGES

Most of the work is done during early morning or late at night when other kitchen workers are gone. There may be some heat and chance of burns from baking equipment. The standard work week is from 36 to 48 hours. Hourly wages in selected Iowa cities:

Burlington	\$2.00 - \$2.50	Council Bluffs	\$2.00 - \$3.43
Spencer	1.30 - 2.00	Des Moines	2.00 - 4.00
Sioux City	1.60 - 2.50	Waterloo	2.00 - 4.29
Cedar Rapids	2.50 - 2.75		

Iowa Job Guide

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BUSSER

JOB DESCRIPTION

The busser removes soiled dishes, silverware and glassware from table to tray or cart, then to the kitchen. Cleans table and resets with clean linen, silverware and glasses. Maintains supply of linen and table settings in dining area. Assists with cleaning duties and may help the food server by carrying trays of food or extra items to patrons. Making coffee, filling beverage dispensers and transferring food between rooms may be included as additional duties.

JOB REQUIREMENTS

A high school education is preferred, especially where advancement to another food service occupation is a possibility. A neat and clean appearance is essential. Minimum age requirements vary with employers. The busser must get along well with people and enjoy serving them. Prolonged periods of standing are normal and heavy lifting and carrying are involved. Working under stress during meal hours is required. Dexterity in handling food and dishes is mandatory.

EMPLOYMENT & ADVANCEMENT OPPORTUNITIES

Bussing is often considered the first step in a food service career. Demand for employees in this field is projected to increase rapidly during the 1970s. Opportunities for advancement are good.

WORKING CONDITIONS, HOURS & WAGES

Working conditions vary from one eating place to another but most are clean and pleasant. Most bussers work evenings, weekends and sometimes on holidays. The standard work week is from 40 to 48 hours. Hourly wages in selected Iowa cities:

Spencer	\$0.75 - \$1.60	Waterloo	\$1.00 - \$1.75
Burlington	1.25	Des Moines	1.60 - 2.00
Sioux City	1.00 - 2.25	Council Bluffs	1.00 - 1.60
Cedar Rapids	1.25 - 1.75		
Dubuque	1.65 - 1.90		

Iowa Job Guide

Iowa State Employment Service

COOK

JOB DESCRIPTION

The cook prepares, seasons and cooks soups, vegetables, meats, desserts and other foods. Recipes are followed with seasoning added according to personal judgment or as directed by the chef or other supervisors. After consulting menu to estimate food requirements, the cook orders food supplies or obtains them from storage. Prepares food for cooking. Observes and tests food while cooking, carves meat and garnishes servings. May specialize in certain types of food such as Chinese or Mexican dishes. May supervise other cooks or kitchen workers.

JOB REQUIREMENTS

Previous cooking experience or vocational training in cooking is preferred by most employers although many offer on-the-job training. High school graduation or equivalent is often a requirement. The cook should be able to adjust to frequently changing tasks and be willing to follow routines. Must have some mathematical ability to correctly measure food ingredients according to recipes, or to adjust recipes. A good sense of taste and smell and the ability to endure steam, heat and odors are necessary. Standing and walking short distances are involved. Cleanliness and neatness and the ability to work rapidly and cooperatively are essential. Must receive satisfaction from serving others.

EMPLOYMENT & ADVANCEMENT OPPORTUNITIES

The demand for cooks--both new and replacement openings--will increase rapidly during the 1970s as the volume of restaurant business expands. With additional training and experience, a cook may advance to chef or manager.

WORKING CONDITIONS, HOURS & WAGES

The cook often works evenings, weekends and holidays. Larger restaurants have ample, convenient work areas while smaller eating places usually have more cramped kitchen space. Work is often performed near hot ranges and ovens and requires handling greasy, dirty pans, containers and other objects. The work week is generally from 40 to 50 hours. Hourly wages in selected Iowa cities:

Burlington	\$1.60 - \$2.50	Council Bluffs	1.35 - 2.00
Spencer	1.60 - 3.00	Cedar Rapids	1.60 - 2.00
Sioux City	1.60 - 3.00	Waterloo	1.15 - 3.00
Dubuque	1.65 - 1.90	Des Moines	2.00 - 4.50

Iowa Job Guide

Iowa State Employment Service

COUNTER WORKER

JOB DESCRIPTION

The counter worker serves food and beverages at a counter or to cafeteria patrons from counters and steamtables. Relays orders to kitchen but may prepare sandwiches, salads and desserts. In many instances, the counter worker will operate a grill for short order items. A cafeteria worker usually serves only one particular item such as meat, vegetables or beverages. Duties may include meat carving and coffee making. Assists in cleaning counters, steamtables and other equipment. Often computes prices of food order and may collect money and make change. Where a soda fountain is involved, the counter worker may specialize in preparing sodas, sundaes and shakes.

JOB REQUIREMENTS

High school graduation is preferred. Minimum age requirements vary with employers. The ability to figure prices and make change is necessary when collecting money. A good memory is required to learn prices and ingredients of various foods. Must be neat and clean. Should enjoy meeting and serving customers and be courteous at all times, especially during rush periods. Counter work involves almost constant standing and walking. Some lifting, carrying and reaching are required.

EMPLOYMENT & ADVANCEMENT OPPORTUNITIES

Increases in the number of coffee shops, lunchrooms and cafeterias will create new job openings for counter workers. Turnover and transfers will add to the demand. Experience as a counter worker aids in promotion to food server, cook or cashier.

WORKING CONDITIONS, HOURS & WAGES

Work is usually performed in clean, pleasant surroundings. May have to work evenings, weekends and holidays. The average work week is from 40 to 48 hours. Hourly wages in selected Iowa cities:

Burlington	\$1.25	Cedar Rapids	\$1.25 - \$1.50
Spencer	1.00 - \$1.25	Waterloo	1.00 - 1.65
Dubuque	1.45 - 1.65	Des Moines	1.60 - 2.25
Sioux City	1.25 - 2.05	Council Bluffs	1.60 - 2.00

Iowa Job Guide

Iowa State Employment Service

FOOD SERVER

JOB DESCRIPTION

The food server waits on customers in coffee shops, lunch-rooms and restaurants. Presents menu, answers questions, takes order and relays it to kitchen. Serves food and beverages and carries out any other requests for food or drink. Computes meal charges and may collect payment and make change. Often clears and resets tables. May assist in the preparation of some food items and maintenance of supplies in the service area.

JOB REQUIREMENTS

High school education with home economics courses preferred. Minimum age varies with employers. Accuracy with figures and a good memory are essential. Personal appearance and attitude should be pleasant. Should enjoy meeting and serving the public. Courtesy should be shown under all conditions, during mealtime rushes or during slack periods. Cleanliness and good health are required. Must be able to stand and walk most of the work period. Some lifting and carrying are involved.

EMPLOYMENT & ADVANCEMENT OPPORTUNITIES

Openings are constantly available due to turnover and the increase in the number of people who eat away from home. Advancement to guest seater or manager is possible.

WORKING CONDITIONS, HOURS & WAGES

The food server may work a split shift as well as evenings, weekends and holidays. Working area is generally clean and pleasant. The standard work week is from 40 to 48 hours. Due to tips, it is difficult to estimate wages. Tips will average 10 to 15% of the guests' checks. Hourly wages in selected Iowa cities:

Burlington	\$1.82	Cedar Rapids	\$1.00 - \$1.65
Spencer	1.00 - \$1.60	Waterloo	.95 - 2.10
Dubuque	1.45 - 1.65	Des Moines	.86 - 2.30
Sioux City	1.00 - 2.25		

Iowa Job Guide

Iowa State Employment Service

GUEST SEATER

JOB DESCRIPTION

The guest seater greets customers entering the restaurant and seats them. Provides menu, summons food server to take their order and insures courteous, rapid service. Supervises activities of food servers and bussers. Checks employees for neatness and cleanliness before shift begins. May perform some cashier duties and maintain supplies and equipment such as milk, seasonings, table linens, dishes and other items. In some cases, is in charge of interviewing, hiring and discharging employees. May take orders for wines or cocktails.

JOB REQUIREMENTS

Employers prefer high school graduates. Must use correct grammar, be able to establish rapport with people and present a good appearance. Some experience as a food server is essential. The guest seater must enjoy meeting and serving people and be able to work under stress during rush periods. Composure and friendliness are important, especially when dealing with dissatisfied customers. Some supervisory ability is required. Standing for long periods and a great deal of walking are involved.

EMPLOYMENT & ADVANCEMENT OPPORTUNITIES

Demand for qualified guest seaters is expected to grow due to the increasing number of large restaurants. Promotion to assistant manager or restaurant manager is possible.

WORKING CONDITIONS, HOURS & WAGES

Usually works in clean, spacious and comfortable surroundings. May have to work evenings, weekends and holidays. The standard work week is 40 hours. Hourly wages in selected Iowa cities:

Burlington	\$1.60 - \$2.00	Waterloo	\$1.93 - \$2.08
Spencer	1.00 - 1.75	Des Moines	1.60 - 2.30
Sioux City	1.75 - 3.00	Council Bluffs	1.50 - 1.85
Cedar Rapids	1.80 - 1.90		

Iowa Job Guide

Iowa State Employment Service

KITCHEN HELPER

JOB DESCRIPTION

The kitchen helper performs routine tasks, maintaining kitchen work areas, equipment and utensils in clean and orderly condition. May wash dishes, pots, pans and silverware either by hand or by machine. Preparation of salads and vegetables and assisting the cook in other general work may be included. Other possible duties are helping to set up banquet tables and assisting in maintaining supplies.

JOB REQUIREMENTS

Normally, no specific requirements exist for the position of kitchen helper. A high school diploma might help toward advancement. Must be able to get along well and work closely with others, be willing to carry out orders and perform routine tasks. Some lifting and carrying may be necessary. Prolonged standing and walking is involved.

EMPLOYMENT & ADVANCEMENT OPPORTUNITIES

Kitchen helper is a beginning job in the food service industry. Turnover is high and vacancies occur regularly. The increasing number and size of restaurants will create additional job openings in this field. Promotion to food server, counter worker or cook is not unusual.

WORKING CONDITIONS, HOURS & WAGES

Often the work is done near hot ovens and ranges and requires handling dirty, greasy objects. The work week varies from one week to another, usually from 30 to 50 hours, including evenings, weekends and holidays. Hourly wages in selected Iowa cities:

Burlington	\$1.00 - \$1.70	Cedar Rapids	\$1.00 - \$2.00
Spencer	1.40 - 2.00	Waterloo	1.25 - 1.75
Dubuque	1.45 - 1.60	Des Moines	1.60 - 2.50
Sioux City	1.30 - 1.80	Council Bluffs	1.60 - 1.85

Iowa Job Guide

Iowa State Employment Service

MANAGER, COFFEE SHOP OR RESTAURANT

JOB DESCRIPTION

The manager of a restaurant or coffee shop directs, controls and plans the entire operation of the business. This includes coordinating and supervising the work of cooks, chefs, kitchen helpers, food servers and other employees. Also directs such activities as hiring and training personnel, purchasing food and equipment, taking inventory, observing health and sanitation regulations and approving menus. The manager may work as cashier or cook or may merely circulate through the dining area to promote good public relations. Other duties are arranging for catering and banquets, assigning employee duties and hours, adjusting complaints concerning service and keeping employee time records.

JOB REQUIREMENTS

High school graduation is essential and college training is being more and more required. Experience as a food server or guest seater helps in advancement to manager. (Management trainee courses are offered by vocational schools and colleges. Some restaurant chains provide their own management training.) The ability to accept responsibility is needed. The manager must like meeting and serving others and be able to perform a variety of duties with frequent change. Knowledge of food preparation and serving is very important. Prolonged periods of standing and walking are involved. The manager's personal characteristics should include poise, good grooming, self-confidence and the ability to get along well with others.

EMPLOYMENT & ADVANCEMENT OPPORTUNITIES

Expected increase in restaurant business should stimulate a strong demand for qualified managers. The position is the highest in the food service industry. Advancement is possible by transferring to a larger firm or becoming an owner of a restaurant.

WORKING CONDITIONS, HOURS & WAGES

Conditions are usually clean and pleasant. Manager may have to work weekends, evenings and holidays with the work week extending to 50 to 60 hours. Hourly wages in selected Iowa cities:

Burlington	\$2.00 - \$3.00	Des Moines	\$2.30 - \$4.50
Sioux City	2.50 - 4.00	Cedar Rapids	3.45
Waterloo	2.88 - 4.80		

Iowa Job Guide

Iowa State Employment Service

PANTRY WORKER OR SALAD MAKER

JOB DESCRIPTION

The pantry worker or salad maker prepares salads, appetizers, sandwich fillings, fruits and other ingredients. Washes, cuts and mixes vegetables, fruits, meats, cheese for cold dishes and often prepares fruit or seafood cocktails. Makes sandwiches, cuts pies and prepares beverages. Measures and mixes ingredients for dressings, sauces, and toppings. Prepares some foods before mealtime and makes up special orders. Servings are provided as requested by food servers.

JOB REQUIREMENTS

Employers prefer high school graduates or the equivalent. Cleanliness is a must. Should receive satisfaction from serving others and be able to get along well with co-workers. Should be capable of coping with a variety of frequently changing duties. Finger and manual dexterity is necessary for preparing and arranging foods. The ability to work fast during mealtime rushes is required. Some lifting, carrying and long periods of standing are involved. Training is usually provided on the job with no previous experience needed.

EMPLOYMENT & ADVANCEMENT OPPORTUNITIES

Turnover creates constant demand for workers in this beginning level position and the increase in the number and size of restaurants will add to the demand. Advancement to cook, food server or baker is very possible.

WORKING CONDITIONS, HOURS & WAGES

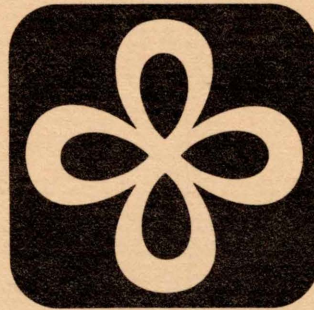
Some discomfort may be experienced from working near grills and ovens. Working weekends, evenings, holidays and split shifts is not unusual. The average work week is from 40 to 48 hours. Hourly wages in selected Iowa cities:

Burlington	\$1.50 - \$2.25	Waterloo	\$1.40 - \$1.75
Sioux City	1.45 - 1.80	Des Moines	1.60 - 2.30
Cedar Rapids	1.50	Council Bluffs	1.65

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